

EDITED TASK LISTING

CLASS: Staff Services Manager II

NOTE: Each position within this classification may perform some or all of these tasks

Task #	Task
1.	Manages staff in the various work activities (e.g. studies, surveys, projects, reports, Budget Change Proposals, Legislative Proposals, Legislative Reports, etc.) to provide information, options, recommendations, quality services, etc. using various resources (e.g. policies, procedures, laws, rules, regulations, scope definition, plans, schedules, management skills, communication skills, etc.) on an on-going basis.
2.	Effectively delegate work assignments to staff with appropriate guidance, direction, and instruction to complete work as needed using standard managerial practices as well as policies, procedures, laws, rules, regulations, etc.
3.	Accurately interprets and implements Federal and State laws, rules, regulations, and the Department's mission for the purposes of establishing program goals, providing information, completing assigned tasks, etc. The resources to be used include policies, procedures, laws, rules, regulations, knowledge, communication skills, staffing, budget, facilities, etc., as needed.
4.	Provides information and recommendations to management related to program and administrative issues in order to obtain management guidance/direction and ensure program and departmental compliance with various policies, procedures, laws, rules, regulations, etc. using various resources (e.g. policies, procedures, laws, rules, regulations, etc.) as needed and/or upon request.
5.	Provides technical assistance to managers, employees, control agencies, and others on varied matters to resolve issues, provide information, options, and/or recommendations, etc. using various resources (e.g. policies, procedures, laws, rules, regulations, professional expertise/contacts, communication skills, etc.) as needed and/or upon request.

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6.	Directs the development of statewide policies and procedures consistent with the Department's mission and goals to provide information, guidance and compliance with various laws, rules, regulations, etc. utilizing appropriate resources, as needed and/or requested by management.
7.	In accordance with fiscal policy, participates in the management of the departmental and/or division's budget by approving, monitoring, tracking and prioritizing expenditures in order to stay within budget authority utilizing various resources (e.g. accounting/fiscal reports, policies, procedures, laws, rules, regulations, etc.).
8.	Assesses workload and program areas/needs to streamline processes, identify and/or determine resource modifications and recommend appropriate actions utilizing various resources (e.g. policies, procedures, laws, rules, regulations, budget, knowledge, etc.) on an on-going basis.
9.	Supervises the preparation/administration of assigned contracts required for maintaining the operations of the program to obtain the appropriate goods and services using various resources (e.g. policies, procedures, laws, rules, regulations, etc.) as needed.
10.	Conducts meetings and/or participates as a member of various committees with departmental employees or employees from other agencies to achieve desired outcomes or objectives utilizing various resources /skills (e.g. interpersonal skills, communication, tact, diplomacy, professionalism, expertise, etc.) as needed.
11.	Prepares various written documents to provide information and/or direction on issues related to departmental programs and services utilizing various resources (e.g. computer software programs, policies, procedures, laws, rules, regulations, collective bargaining contracts, etc.) as necessary.

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12.	Represents the department in formal or informal settings at meetings, conferences, hearings, etc. to obtain and/or provide information utilizing interpersonal skills, professionalism, subject matter expertise, etc. as needed.
13.	Serves as a liaison between the department and other entities to resolve or address problems/issues and provide consultation and technical guidance utilizing various resources/skills (e.g. communication, interpersonal skills, tact, diplomacy, professionalism, expertise, etc.) as needed.
14.	Develops systems in various areas of the program to measure the effectiveness, accountability and quality of the organization by using various resources (e.g. knowledge, manuals, policies, procedures, laws, rules, regulations, etc.) as needed.
15.	Evaluates and provides feedback to staff to ensure performance objectives/standards are met by monitoring quantity and quality of work and work related behavior, reviewing and preparing performance evaluations, utilizing various resources (e.g. communication skills, training, policies, procedures, laws, rules, regulations, etc.) on an on-going basis.
16.	Facilitates the hiring process by conducting interviews, evaluating and recommending candidates for appointment utilizing various methods of filling vacancies (e.g. certification lists, transfers, training and development assignments, reinstatements, etc.) as needed and/or directed by management in accordance with laws, rules, regulations, etc.
17.	Initiates and/or participates in the Progressive Disciplinary process to correct/improve employee performance/behavior or address issues of substandard performance by utilizing various resources (e.g. communication, training, performance evaluations, coaching, informal/formal documentation, etc.) as needed.

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18.	Oversees the training and development of staff by assessing and identifying training needs and coordinating schedules to ensure all training requirements are met, to aid in professional development and to achieve operational efficiency by utilizing in/out service training programs, training records, audit tools, expertise, etc. as needed.
19.	Carries out supervisorial responsibilities in the work place with regard to policies and mandates concerning Health and Safety to promote a safe work environment utilizing various resources (e.g. policies, procedures, laws, rules, regulations, mandates, knowledge, communication skills, etc.) on an on-going basis.
20.	Carries out supervisorial responsibilities in the work place with regard to policies and mandates concerning Equal Employment Opportunity, American Disability Act, and other personnel practices to maintain standards that promote a work environment free from discrimination, harassment, retaliation, and unprofessional or disrespectful conduct utilizing various resources (e.g. policies, procedures, laws, rules, regulations, mandates, knowledge, communication skills, etc.) on an on-going basis.
21.	Interprets and administers provisions of collective bargaining agreements to ensure compliance in the course of supervising represented employees utilizing various resources (e.g. collective bargaining contracts, Labor Relations/Employee Relations Officer, Department of Personnel Administration, etc.) as needed.
22.	Participates in labor negotiations at the request of Labor Relations to provide information, technical expertise, etc. using various resources (e.g. policies, procedures, laws, rules, regulations, collective bargaining agreements, knowledge, communication skills, etc.).